

Process Name: Training and Employee Development	Process Identifier: TR
Sub-Process Name: In-Service Training (Departmental)	Sub-Process Identifier: TR 2-1, TR 2-2 and TR 2-3
Sub-Process Purpose and Objectives: Agency identifies training need.	
Sub-Process Description: The State uses SEIS & manual processes to establish classes & request training. <u>Process TR 2-1:</u> An Agency determines that a course is needed. The Agency determines if the course exists or not. If the course exists, then the Agency requests the class from ED. ED initiates the request by establishing the class in SEIS. ED notifies the Agency of the class availability. The agency sends the class detail to the employee. The agency also registers the participants into SEIS. ED requests the class roster out of SEIS. Upon completion of the class, SEIS is updated with the class information so that it will be added to the Monthly Billing cycle (see process TR 1-2). <u>Process TR 2-2:</u> DOP locates and assigns an instructor. If the class does not exist, ED determines if the course needs to be developed. If ED approves the request, ED develops the course and CEU is requested. If the CEU request is approved, then course number is set up and the course is established within SEIS. The class is then requested (see process TR 2-1). If the CEU request is not approved, the ED redevelops the course. <u>Process TR 2-3:</u>	

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An agency determines that there is a need for them to develop their own course for training.			
Once the agency develops the course, a request for CEU's is sent to ED if this course is for Technical Training. If the request is denied, ED sends the request back to the agency to redevelop the course.			
If the request is approved, ED sets up the course number, establishes the course within SEIS and sends an approval & course number to the agency. The agency initiates the class by establishing the class within SEIS. The agency delivers the class, updates CEU's within SEIS utilizing the updated class roster. The agency requests the completion roster from SEIS. ED receives the completion roster and submits it to the agency.			
Sub-Process Trigger(s): <ul style="list-style-type: none">Agency identifies need		Key Sub-Process Participants: <ul style="list-style-type: none">EmployeesAgenciesEmployee DevelopmentAdministrative Services	
Inputs:			
Input	Format	Volume/Time	Suppliers
Email From Training Coordinator	Manual	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	

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Phone From Training Coordinator	Manual	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	
Memo From Training Coordinator	Manual	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	
Agency Inputs Into SEIS		Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	
Outputs:			
Output	Format	Volume/Time	Recipients
Completion Rosters	Electronic & Printed	Total # of Class Hrs – 119,954 Total # of Employees Trained – 8458 Avg CEU Per Employee – 1.3	Instructors & ED
Billing Reports	Electronic & Printed		STARS
Performance Measures Tracked:			
Measure		Approx. Value	Target Value
None			

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Laws, Regulations, and Policies That Govern Sub-Process: T.C.A. 8-30-202, T.C.A. 8-30-203, T.C.A. 8-30-204 and T.C.A. 8-30-205			
Current Sub-Process Issues/Problems: 1.) ED needs to set up Course # manually			
Improvement Opportunities:			
Opportunity <i>Merge cells to link one Opportunity to multiple impacts)</i>		Organizational Impacts <i>(Individually list and describe laws [L] regulations [R], and policies [P], as well as cultural [C] considerations for each opportunity)</i>	
Automation & integration			
Employees can register for available training classes by utilizing self-service functionality through a web browser or kiosk		Internet access and training may be issues in implementation; change management issue of shifting responsibility for data to employee	
Applications that Support the Sub-process			
Application Name(s) <i>(Internal name and vendor's name)</i>		Technology Description <i>(Programming vendor, language, platform, database, etc.)</i>	





